Nutrition And WIC Services Management Evaluation Tool
Administration

Agency / Clinic: _____   Date of Review: _____

Reviewer(s): _____

For each review item, place a ✓ under the appropriate column (Yes, No, N/A). Check the N/A column to indicate the item is not applicable to the clinic or if the item was not reviewed. The column to the right should be used to clarify any No, N/A responses or to provide additional information.

Review Criteria	Yes	No	N/A	Comments
Parent/Sub-Agency Review				
1. Are all contracts between parent and sub-agency accurate and current?				
2. Is parent agency conducting evaluations of sub-agencies?				
3. Is there evidence of written follow-up with sub-agencies on findings?				
4. Are parent agencies reporting continuing non-compliance of sub agencies to SA for appropriate action?				
5. Are all sub-agency fiscal operations being monitored by parent agency?				
Staff Job Descriptions				
6. Is a staff organizational chart available for review?				
7. Are current job descriptions available?				
8. Do job descriptions include WIC appropriate tasks?				
9. Are staff members aware of WIC job duties related to assigned WIC responsibilities?				
10. Are staff members cross training?				
11. Are staff members conducting job duties that are appropriate to their qualifications?				

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Review Criteria	Yes	No	N/A	Comments
Equipment Inventory				
12. Is equipment inventory being tracked and kept up-to-date?				
13. Does all WIC equipment on the inventory list have a KDHE inventory sticker?				
14. Does LA notify SA for permission to dispose of any WIC equipment?				
15. Does LA submit a quarterly update of equipment inventory to SA?				
16. Is all equipment purchased with WIC funds appropriate and allowable?				
Participation Management				
17. What is assigned participation? _____				
18. What is 3-month average participation? _____				
19. Is LA meeting their assigned participation requirements?				
20. Is LA utilizing the Caseload Management report as part of end-of-month procedures?				
21. Is LA aware of its Enrolled vs. Participation numbers and Enrolled not participating numbers?				
22. If less than 98% or over 103% of assigned participation has SA been notified?				
Outreach				
23. Is LA conducting a minimum of one outreach activity between July 1 and December 31?				
24. If LA is over participation is it changing outreach to target high priority groups?				
25. If LA is under participation are outreach efforts being expanded?				
Record Retention				
26. Are records being filed and stored for the current federal fiscal year plus the previous three?				
27. Does the local agency retain voter declination forms for the required 2-year length of time?				
28. Does the clinic maintain a file of signed Rights & Responsibilities documents?				

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Review Criteria	Yes	No	N/A	Comments
Security				
29. Is the KWIC equipment, including the check printer, located where staff will notice an unauthorized person attempting to use the equipment or take checks?				
30. Is the building secure with controls in place for staff and contractors with after hour access (keys)?				
31. Is the portable equipment (laptop) in a locked enclosure or locked by a cable or similar locking device when staff are not present?				
32. Are KWIC passwords written down and are staff aware that they are not to write them down?				
33. Are computers and access to the county/agency network password-protected?				
34. Does the clinic/health agency have an emergency recovery plan (to enable the clinic to continue to provide services) that has been reviewed in the past two years?				
35. Is unused check stock stored in a secure area?				
36. Does the clinic batch print WIC checks?				
37. If the clinic batch prints WIC checks, are the checks stored in a secure area?				
38. Are returned checks or checks printed in error, voided and shredded?				
39. Are check stubs signed by the participant and stored appropriately for each check SA reviews?				
Civil Rights				
40. Is the Civil Rights' complaint file available, complete and up-to-date?				
41. Does the clinic have available and use current discrimination complaint forms?				
42. Does the current nondiscrimination/fair hearing clause appear on locally prepared materials, as per policy?				
43. Does the clinic display the Justice For All and Fair Hearing poster, as per policy?				
Complaints				
44. Is the complaint file available, complete and up-to-date?				
45. Does the clinic have available and use current complaint forms?				

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Review Criteria	Yes	No	N/A	Comments
Accommodations For Special Populations, Including Access, LEP				
46. Is the facility, including any mobile site, handicap accessible?				
47. Does the clinic have access to and provide interpreters for LEP and hearing impaired clients, as appropriate?				
48. Does the clinic have printed materials available in other languages for LEP clients, as appropriate?				
Training				
49. Is there a record of attendance by WIC staff at 2 appropriate training opportunities during the last calendar year?				
50. Is there a record of appropriate Training Modules completed by new employees?				
51. Does documentation exist for competency based training for non-CPA personnel performing anthropometric and lab work?				
Appointments / Processing Standards				
52. Is the KWIC Appointment Book being used versus a paper or other automated method?				
53. Is there a certification appointment available within 10 calendars days for a pregnant woman/young infant?				
54. Is there a certification appointment available within 20 calendars days for a new postpartum woman, older infant, or child?				
55. How many months in advance are appointments scheduled for certifications? _____				
56. How many months in advance are appointments scheduled for CP? _____				
57. How many months in advance are classes available to be scheduled? _____				
58. How many months in advance is the KWIC calendar prepared and customized? _____				
59. Are appointments scheduled appropriately for staffing pattern?				
60. Does the agency use interactive nutrition education centers or self-study modules? If no skip to question # 59.				
61. How does staff know to guide the client to the center (or provide module) during CP appointment?				
62. Who is responsible for recording attendance?				

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Review Criteria	Yes	No	N/A	Comments
63. When is attendance recorded?				
64. Is Class Management being regularly done?				
65. Is No Show Management being regularly done?				
66. Are staff using the KWIC reschedule feature and not just deleting the appointment?				
67. Is the "Presume Eligible" wizard being used within policy guidance?				
68. Are there sufficient RD hours available to provide high risk counseling?				
69. Is the LA schedule adequate and provides extended hours of operations and appointments as needed?				
Referrals				
70. Does the WIC resource/referral listing include resources for:				
a) Food assistance?				
b) Medicaid?				
c) Substance use counseling and treatment?				
Dual Participation				
71. Are there any clients currently on the Potential Dual Participants Report?				
72. If yes, has clinic staff initiated an investigation?				
Documented Understandings with Community Agencies				
73. Current Memoranda of Understanding (please list agencies)				
74. Current Letters of Understanding (please list homeless facilities or institutions)				

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